



IT Specialist 4
Information Services Division
Olympia, Washington

Compensation: Range 58 - \$3,908 – \$5,003/mo

Open until filled

Note: The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will begin on September 8, 2006 and will be ongoing. **It will be to the applicant's advantage to submit materials as soon as possible.***

Our Mission:

Great people, great service, working together for a safer Washington.

Our Vision:

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with the Department of Licensing (DOL) in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The DOL employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Our Core Competencies:

We have chosen the following competencies as "key" in driving the success of our employees in achieving the mission and vision of DOL:

Communication Effectiveness: Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

Customer Centered: Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

Ethics and Integrity: Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

Performance Leadership: Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

Personal accountability/Initiative: Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition, our supervisors and managers demonstrate the following:

Strategic Thinking/Planning and Vision: Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

Human Resource Management: Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

Position Objectives & Responsibilities:

Within the Enterprise Architecture Office serves as the lead developer and subject expert charged with development and operational support of agency shared components and several enterprise applications. Participates in all aspects of the development and support of these applications including analysis, consulting, design, programming, maintenance, and operational support.

Principle Responsibilities:

- Research, analyze, and gather solution requirements.
- Design and develop software solutions.
- Support testing to assure a quality work product.
- Plan and coordinate deployment of software solutions.
- Monitor production and as necessary lead troubleshooting and recovery procedures for problem resolution.
- Maintain documentation to support user or system knowledge and training.
- Provide technical consulting to agency staff on agency-shared components.
- Analyze legislation and customers requests that impact applications. Estimating time and costs to implement.

Required Experience\Competencies:

- Two-years experience analyzing, designing, and programming object-orientated applications.
- Two-years experience developing web sites and web services.
- One-year experience developing applications using the following technologies:
 - Microsoft Visual Studio
 - VB6 and/or VB.Net
 - ASP and/or ASP.Net
 - HTML, XML, CSS, etc.
 - Microsoft SQL Server
- Proficient in the use of Microsoft Office productivity software:
 - Microsoft Word, Excel, Access, etc.
 - Microsoft Visio

Desired Technical Competencies:

- Proficient in technical modeling (UML) using a modeling tool – Design interface specifications and documents in a complete and accurate form, consistent with agency standards.
- Proficient in architecting solutions – Translate business requirements and features into a technical solution using agency design concepts, techniques, and processes.
- Proficient in test plan development – Develop comprehensive set of test cases and expected results.
- Proficient in defect resolution – Identify, troubleshoot and correct malfunctions/failures.

Desired Non-Technical Competencies:

- Ability to plan and organize work using formal and informal methods.
- Accepts personal responsibility for the quality and timeliness of work. Can be relied upon to achieve excellent results with little need for oversight.
- Ability to effectively communicate with a diverse clientele, internal and external to the organization. Can translate technical issues and problems into language understandable by non-technical people.
- Proven ability to handle confidential information accordingly.
- Effective written and verbal communication skills.

Compensation

This position is in general government service. Starting monthly compensation is \$3,908 - \$5,003/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

Application Procedure

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to HRrecruit@dol.wa.gov with a subject line of *06-153G ITS4*. All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Required Experience/Competencies and Desired Competencies outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

Attn: 06-153G ITS4

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.